

## PRCD Holdings LLC/Michigan Professional Insurance Exchange (MPIE)

### Job Description

Job Title: **Claim Consultant**  
Department: Claims  
Status: Exempt  
Reports to: Director of Claims

Please send your cover letter and resume to [jobs@mpie.org](mailto:jobs@mpie.org)

#### **Summary:**

We're looking for a medical or legal professional who's looking for a change of pace, regular hours and a rewarding career with a great company that provides a high level of service to the medical professional community in Michigan. Our dream candidate is a RN or JD with 5-10 years of nursing or legal experience and a background in medical professional liability defense or risk management. Regardless of your background, if you're interested and have some of the following experience please contact us:

- Lawyers or paralegal with litigation or insurance defense experience.
- Claim managers/consultants/adjustors with experience handling all aspects of claims including high exposure liability claims and litigation.
- Medical professionals with over 5 years of clinical experience who might enjoy a career change.

The claims team manages the investigation and resolution of potentially compensable events and professional malpractice allegations and litigation. Our approach includes working directly with patients/families and their attorneys, as well as managing vendors and working closely with our defense counsel. You would be part of an experienced, world-class team.

#### **Essential Functions:**

- Investigating and managing potentially complex claims from initial contact to resolution.
- Evaluating claim exposure and determining and instituting strategy for timely resolution.
- Great communication skills required as we regularly communicate with clients, vendors, lawyers and patients.
- Negotiation skills needed to achieve the most effective and efficient outcomes.
- Actively managing litigation, including oversight of outside counsel, driving litigation strategy and innovative approaches to resolution.
- Creation of internal reports, summaries, and other professional documents.
- You may serve as lead representative for large accounts and or facilities and will be part of the team focused on excellence in customer service.
- The ability to identify risk issues and trends and communicate these opportunities for improvement to MPIE's other departments.
- Attend key depositions, facilitations, settlement conferences and trials.

#### **Minimum Skills Requirement:**

- The ability to negotiate or willingness to learn negotiation skills and techniques.
- Strong interpersonal and communication skills.
- Knowledge of insurance and reinsurance coverage—or the willingness to learn.
- The ability to exercise independent judgment and critical thinking.

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- Excellent oral and written communication skills, including presentation skills.
- Integrity.
- PC literate, including Microsoft Office, multiple claims systems, and virtual work environment.
- Valid MI Driver's License and clean driving record.
- Demonstrated excellence in customer service.
- A strong team player. Culture is very important and a good fit in our organization is vital.

#### **Qualifications:**

- 5+ years of experience in claims adjusting preferred, medical professional liability and complex claims management experience preferred.
- Educational background-bachelor's Degree in health care related field, nursing or business, JD or Paralegal

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<b>Working Conditions</b>				
<b>Working Condition</b>	<b>None</b>	<b>Seldom (1% - 33%)</b>	<b>Occasionally (34% - 66%)</b>	<b>Frequently (Over 66%)</b>
<b>Office Environment</b>				
<b>Extreme Heat</b>		X		
<b>Extreme Cold</b>		X		
<b>Noise</b>		X		
<b>Hazardous Materials</b>		X		

<b>Physical Requirements / Work Environment</b>					
<b>Physical Demands with Weight Requirements</b>					
<b>Physical Demand</b>	<b>None</b>	<b>Seldom (1% - 33%)</b>	<b>Occasionally (34% - 66%)</b>	<b>Frequently (Over 66%)</b>	<b>Weight</b>
<b>Above Waist Lifting &gt;5 lbs</b>		X			10
<b>Bilateral Carry</b>		X			10
<b>Unilateral Carry</b>		X			10
<b>Pushing Force</b>		X			10
<b>Pulling Force</b>		X			10
<b>Physical Demands</b>					
	<b>None</b>	<b>Seldom (1% - 33%)</b>	<b>Occasionally (34% - 66%)</b>	<b>Frequently (Over 66%)</b>	
<b>Sitting</b>				X	
<b>Standing</b>				X	
<b>Walking</b>				X	
<b>Forward Bend - Standing</b>			X		
<b>Forward Bend - Sitting</b>				X	
<b>Trunk Rotation - Standing</b>			X		
<b>Trunk Rotation- Sitting</b>				X	

<b>Physical Demands</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>
<b>Squat</b>	X		
<b>Stair Climbing</b>	X		
<b>Kneeling</b>	X		
<b>Driving</b>	X		
<b>Reach Above/below Shoulder</b>	X		
<b>Special Vision Requirements</b>	X		
<b>Finger / Hand Dexterity</b>	X		

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